Company Name:	Hornitos Teleph	one Company	U#:	1011	Report Year:	2020
Reporting Unit Type:	☑ Total Company ☐ Exchange	☐ Wire Center	Reporting Unit N	lame:	Total Company	

	Macaurament (Compile m	and he file accordants)		Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	ionthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva		Total # of business days	2	6	2	19	3	21						
Min. standard = 5 b		Total # of service orders	2	3	2	5	1	2						
IVIIII. Standard = 3 D	ius. uays	Avg. # of business days	1.00	2.00	1.00	3.80	3.00	10.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	2	3	2	5	1	2						
Installation Comm	itment	Total # of installation commitment met	2	3	2	4	1	2						
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	1	0	0						
		% of commitment met	100%	100%	100%	80%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	294	294	287	289	290	289						
Customer Trouble	Report	·												
	T.	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
-	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		·												
i i	8% (8 per 100 working lines for	Total # of working lines												
St	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Mi	, ,	% of trouble reports												
Ξ	10% (10 per 100 working lines	Total # of working lines	364	362	359	355	355	355						
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	9	15	9	7	8	5						
	101 drillo W/ = 1,000 lillos/	% of trouble reports	2.47%	4.14%	2.51%	1.97%	2.25%	1.41%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	8	8	7	6	6	4						
		Total # of repair tickets restored in < 24hrs	7	6	6	5	5	3						
Adjusted		% of repair tickets restored ≤ 24 Hours	88%	75%	86%	83%	83%	75%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	port	Sum of the duration of all outages (hh:mm)	359.45	601.93	64.07	96.4	55.35	190.08						
Min. standard = 909	% within 24 hrs	Avg. outage duration (hh:mm)	44.93	75.24	9.15	16.07	9.23	47.52	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	8	8	7	6	6	4						
Out of Service Rep	port	Total # of repair tickets restored in < 24hrs	1	4	1	0	3	0						
		% of repair tickets restored ≤ 24 Hours	13%	50%	14%	0%	50%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	1483.98	945.87	1163.77	1050.53	391.95	1212.38						
		Avg. outage duration (hh:mm)	185.50	118.23	166.25	175.09	65.33	303.10	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	3	5	2	0	0	0						
		Monthly amount of refunds	\$ 58.07	\$ 149.65	\$ 63.45	\$ -	\$ -	\$ -						
Answer Time (Troub	ble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent												
- '	-	%<60 seconds												
														1

Primary Utility Contact Information

Name: Gail Long	Phone: 541-516-8210	Email: gail.long@tdstelecom.com
Name. Gan Long	Filone. 341-310-6210	Email: gail:long@tdstelecom.com

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name: U#: 1011 Report Year:				2020										
Reporting Unit T	ype:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	me:		Catheys Valle	еу			
				Date filed			Date filed			Date filed		<u> </u>	Date filed	
	Measurement (Compile m	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	1
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	1	2	1	14		5						
nstallation Interva		Total # of service orders	1	1	1	2	0	1						
Min. standard = 5 b	us. days	Avg. # of business days	1.00	2.00	1.00	7.00	#DIV/0!	5.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	1	1	2	0	1						
nstallation Commi	tment	Total # of installation commitment met	1	1	1	1	0	1						
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0	1	0	0						
		% of commitment met	100%	100%	100%	50%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	102	103	99	98	98	97						
Customer Trouble	Report		102	100	33	- 50	50	- 01						
ouctonio: Trouble		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
ndar	units w/ 1,001 - 2,999 lines)	Total # of working lines												
Star		Total # of trouble reports												
		% of trouble reports												
Ä			110	440	440	440	444	440						
_	10% (10 per 100 working lines	Total # of working lines	118	119	119	116	114	113				_		
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	2	1	1	0	0	#BD #/61	#P# //el	"DIV ((0)	"DI ((0)	"DI ('0)	#DD //01
		% of trouble reports Total # of outage report tickets	0.00%	1.68%	0.84%	0.86%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	0	1	1	0	0	0				_		
A -15		% of repair tickets restored in ≤ 24 Hours	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted		Sum of the duration of all outages (hh:mm)	#DIV/0!	3.45	3.52	#DIV/U!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep Min. standard = 90%		Avg. outage duration (hh:mm)	#DIV/0!	3.45	3.52	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
viiri. Staridard = 907	6 WILLIII 24 IIIS	Avg. outage duration (nn.min)	#DIV/0!	3.45	3.52	#DIV/U!	#DIV/0!	#DIV/U!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	0	1	1	0	0	0						
Out of Service Rep	oort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0	99.28	24.58	0	0	0						
		Avg. outage duration (hh:mm)	#DIV/0!	99.28	24.58	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	3	1	1	0	0	0						
		Monthly amount of refunds	\$ 58.07	\$ 26.55	\$ 31.05	\$ -	\$ -	\$ -						
	ole Reports, Billing & Non-Billing)													
Min. standard = 809	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing			_									
ive agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent			_									
	. ,	%<_60 seconds												

Primary Utility Contact Information

Name:		Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Hornitos Telephone Compan	у	-			U#:	1011			Report Year:		2020	
Reporting Unit Ty	rpe:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	me:		Exchequer				
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	7
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interval		Total # of business days	0	0	0	0	0	0					I	
Min. standard = 5 bu		Total # of service orders	0	0	0	0	0	0						
viiri. Stariuaru = 5 bu	is. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	0	0	0	0	0	0						
nstallation Commit	ment	Total # of installation commitment met	0	0	0	0	0	0					l	
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0					—	
		% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	22		21	21	21	22						
Customer Trouble I	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines										l .	'	
TZ	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											—	
٠, خ	units w/ 1,001 - 2,999 inles/	% of trouble reports												
Ε		Total # of working lines	36	36	35	35	35	35						
	10% (10 per 100 working lines	Total # of trouble reports	30	1	33	33	33	33						
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	2.78%	0.00%	0.00%	5.71%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	L.	Total # of outage report tickets	0.0070	2.7070	0.0070	0.0070	3.7170	0.0070	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:
		Total # of repair tickets restored in < 24hrs	0	0	0	0	2	n						
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	<i>"В.</i> "о.	404.38	<i>"В.</i> ".	<i>"В.</i> (76.	17.65		#B1170.	#B1170.	#B1470.			#B1170.
Min. standard = 90%		Avg. outage duration (hh:mm)	#DIV/0!	404.38	#DIV/0!	#DIV/0!	8.83	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
viiii. staridard = 507t	, Willin 24 1113	Indicate if catastrophonc event is in a month	#DIV/0.	404.00	#51470.	#BIV/0.	0.00	#BIVIO	#21470.	#51470.	#BIVIO.	#BIVIO.	#101070:	#211/0.
Jnadjusted		Total # of outage report tickets	0	1	0	0	2	0						
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	2	0						
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0	555.62	0	0	17.63	0						
		Avg. outage duration (hh:mm)	#DIV/0!	555.62	#DIV/0!	#DIV/0!	8.82	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	1	0	0	0						
		Monthly amount of refunds	\$ -	\$ -	\$ 32.40	\$ -	\$ -	\$ -				4	ļ!	
	le Reports, Billing & Non-Billing)													
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing										1		
ive agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
		1												

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

ompany Name:	Hornitos Telephone Compan	U#:	1011	Report Year:	2020
eporting Unit Type:	☐ Total Company ☐ Exchange ☐ Wire Center	Reportin	g Unit Name:	Hornitos	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	0	1	1	1	3	16						
Installation Interv		Total # of service orders	0	1	1	1	1	1						1
Min. standard = 5	bus. days	Avg. # of business days	#DIV/0!	1.00	1.00	1.00	3.00	16.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	0	1	1	1	1	1						1
Installation Com	mitment	Total # of installation commitment met	0	1	1	1	1	1						1
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0		0						†
		% of commitment met	#DIV/0!	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	87	88	88	89	90	89		#B1170.	#B1170.	#B1170:	#2177O.	1121110.
Customer Troub	lo Bonort		07	00	00	09	90	09					1	+
Customer 1100D	ie report	Total # of working lines											 	+
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports								_			1	+
andard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
ia i	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												1
6,	units w/ 1,001 - 2,999 inles)	% of trouble reports												1
Ē		Total # of working lines	121	120	120	120	120	121						1
_	10% (10 per 100 working lines	Total # of trouble reports	121	120	120	120	120	121					1	+
	for units w/ ≤ 1,000 lines)	% of trouble reports	4.13%	5.00%	4.17%	3.33%	3.33%	3.31%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	4.1370	3.00%	4.1770	3.3370	3.33%	3.3170	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0!	#DIV/0:
		Total # of oddage report tickets Total # of repair tickets restored in < 24hrs	3	2	3	4	2	2						+
		% of repair tickets restored ≤ 24 Hours	75%	67%	80%	100%	67%	67%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted		Sum of the duration of all outages (hh:mm)	340.97	193.52	57.85	18.85	27.48	184.1	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:
Out of Service Re		Avg. outage duration (hh:mm)	85.24	64.51	11.57	4.71	9.16	61.37	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 90	0% within 24 hrs	Indicate if catastrophonc event is in a month	00.24	04.31	11.07	4./1	3.10	01.37	#51070:	#51770:	#51070:	#1010/0:	#51070:	#51070:
Unadjusted		Total # of outage report tickets	4	3	5	4	3	3						
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	1	1	1	0	0	0						
		% of repair tickets restored ≤ 24 Hours	25%	33%	20%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	748.28	243.15	998.13	640.40	368.57	877.4						
		Avg. outage duration (hh:mm)	187.07	81.05	199.63	160.10	122.86	292.47	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds	-	Number of customers who received refunds	0	2	0	0	0	0						
		Monthly amount of refunds	\$ -	\$ 63.05	\$ -	\$ -	\$ -	\$ -						
Answer Time (Tro	ouble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%≤ 60 seconds												1
			H +	+							1		1	+

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Hornitos Te	lephone Company	U#:	1011	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Unit Name:		Mt. Bullion	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	<u> </u>
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
	1	Total # of business days	1	3	0	4	0	0						
Installation Interv Min. standard = 5		Total # of service orders	1	1	0	2	0	0						
iviiii. Stariuaru = 5	bus. days	Avg. # of business days	1.00	3.00	#DIV/0!	2.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	1	0	2	0	0						
Installation Com	mitment	Total # of installation commitment met	1	1	0	2	0	0						
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	83	81	79	81	81	81						
Customer Troubl	le Report													
	6% (6 per 100 working lines for	Total # of working lines												
		Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												ļ
andaı	8% (8 per 100 working lines for	Total # of working lines												
Š	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ċ	, , , , , , , , , , , , , , , , , , , ,	% of trouble reports												
Ξ	10% (10 per 100 working lines	Total # of working lines	89	87	85	84	86	86						
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	4	6	3	2	2	1						1
	Tor units w/ ≥ 1,000 lines)	% of trouble reports	4.49%	6.90%	3.53%	2.38%	2.33%	1.16%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	<u> </u>	Total # of outage report tickets	4	3	1	2	1	1						
		Total # of repair tickets restored in ≤ 24hrs	4	3	1	1	1	1						
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	50%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Re	enort	Sum of the duration of all outages (hh:mm)	18.48	0.58	2.7	77.55	10.22	5.98						
Min. standard = 90		Avg. outage duration (hh:mm)	4.62	0.19	2.70	38.78	10.22	5.98	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
omin standard – st	070 MAIN 2 1 MO	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	4	3	1	2	1	1						
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	3	0	0	1	0						
		% of repair tickets restored ≤ 24 Hours	0%	100%	0%	0%	100%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	735.68	47.82	141.05	410.13	5.77	334.98						
		Avg. outage duration (hh:mm)	183.92	15.94	141.05	205.07	5.77	334.98	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	2	0	0	0	0						
		Monthly amount of refunds	\$ -	\$ 60.05	\$ -	\$ -	\$ -	\$ -						
	ouble Reports, Billing & Non-Billing)													
		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
		1												1

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)